GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Planning Department – Andhra Pradesh State Planning Board – Action of the Vice-Chairman, Andhra Pradesh State Planning Board for expansion of Parishkara Vedika (Call Center) Citizen Experience Management Centre from 750 FTEs to 2064 FTEs – Ratified – Orders – issued.

PLANNING (XIV) DEPARTMENT

G.O.RT.No. 63 Dated: 08-02-2018

Read the following :-

1. G.O. Ms. No.4, Planning (XIV) Department, dated 23.3.2017.
2. From the Vice-Chairman, A.P. State Planning Board, Proposal, dt.22.12.2017

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The Vice-Chairman, Andhra Pradesh State Planning Board submitted proposal vide reference 2nd read above for ratification of the action of expanding the capacity of Parishkara Vedika (Call Center) Citizen Experience Management Centre from 750 Full Time Employees to 2064 Full Time Employees.

2. Government have issued orders Vide reference 1st read above for establishing Parishkara Vedika (Call Center) Citizen Experience Management Centre with a capacity of 750 FTEs for contacting the beneficiaries of various schemes/programmes implemented in the State to get their feedback on the impact and efficiency of implementation of the schemes/programmes. In view of the enhanced activity and enhanced coverage of schemes viz. Covering the schemes like AP Pension Scheme, AP Ration Card, Chandranna Bima Scheme, School Survey –Teachers, School Survey – Parents, Road Widening Survey, Eradicating Mosquito – Cleanliness, Janma Bhoomi Survey, Sand Distribution Survey, Liquor Opinion Poll, Vizag Land Survey, Online Municipal Approvals, Belt Shop Liquor Survey, Temple Land Verification Survey Vizag, Anna Amrutha Hastam, Kapu Reservation Survey and Minority Welfare Schemes, the Vice-Chairman, Andhra Pradesh State Planning Board submitted proposal for expanding the activity from 750 FTEs to 2064 FTEs.

3. The Parishkara Vedika (Call Center) Citizen Experience Management Centre is being administratively managed by Chief Executive Officer, Real Time Governance while budget and expenditure are being dealt by the Andhra Pradesh State Planning Board and Andhra Pradesh Centre for Financial Systems and Services.

4. Government after careful examination of the matter, ratify the oral order and action of Vice Chairman, Andhra Pradesh State Planning Board for expansion of Parishkara Vedika (Call Center) Citizen Experience Management Centre from 750 FTEs to 2064 FTEs and allotting the additional work in favour of the initial service provider

i.e. M/s. Karvy Data Management Services Ltd. at same terms and conditions. In view of the establishment of Department of Real Time Governance, the subject of Parishkara Vedika (Call Center) Citizen Experience Management Centre will be henceforth dealt in Department of Real Time Governance.

5. Necessary further action may be taken accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

DINESH KUMAR,
CHIEF SECRETARY TO GOVERNMENT.

To
The Vice Chairman, Andhra Pradesh State Planning Board, Vijayawada.
The Principal Secretary to Government, Real Time Governance Department.
The Special Chief Secretary to Government, Finance Department.

Copy to :
P.S. to Spl. CS to CM.
P.S. to Min (Fin & Plg.)
P.S. to CS.
The General Administration (Cabinet) Department
SF/SC.

//FORWARDED BY ORDER//

SECTION OFFICER